Coordinated Entry Statewide Policy on Transfers around the State

When a household has been assessed in one CoC and requests that their assessment be transferred to another CoC, or requests that they be considered for housing in multiple CoC’s, the following process will be used:

HMIS (shared) Client process:

1. The person who was made aware of the household’s request will notify their local CoC’s Priority List (PL) Manager.
2. The PL Manager will determine if a ROI is needed to share information with the new CoC or if HMIS ROI will be adequate.
3. PL Manager will check the CES eligibility requirements for the CoC where the household would like to go (see statewide table).
4. If the household appears eligible, the original PL Manager will send the referral to the receiving CoC through HMIS for review (using the HMIS referral function).
5. PL Manager of the receiving CoC will review the client record in HMIS and either contact the household for further information needed or assign the appropriate access point with the task of connecting with the household.
6. Once all information is obtained, client is accepted or decliend in HMIS.
7. If accepted, client is added to the receiving CoC’s PL.
8. If the client wishes to be on only the new CoC’s list, then their referral from the original CoC is closed.
9. Notify client of the outcome of the referral.

Non-HMIS (not shared) client process:

1. The person who was made aware of the household’s request will notify their local CoC’s Priority List (PL) Manager.
2. The PL manager will obtain an ROI to speak to the other CoC regarding a client transfer. Ensure any agency discussing client information to execute the transfer is covered by the ROI.
3. PL Manager will check the CES eligibility requirements for the CoC where the household would like to go (see statewide table).
4. If the household appears eligible, the original PL manager will e-mail the CES Assessment to the receiving CoC via e-mail for review.
5. PL Manager of the receiving CoC will review the client’s CES Assessment and either contact the household for further information needed or assign the appropriate access point with the task of connecting with the household.
6. Once all information is obtained, client is accepted or declined – notifying referring PL Manager of the outcome.
7. If accepted, client is added to the receiving CoC’s PL.
8. If the client wishes to be on only the new CoC’s list, then their referral from the original CoC is closed.
9. It is the CoC’s responsibility to document that the household is on multiple lists using a method appropriate for their non-shared list structure so that if the client is referred to a housing program they can notify the other CoC(s).
10. Notify client of the outcome of the referral.

Additional Guidelines:

* Households may be on up to 3 CoC Priority Lists at one time. Client may be on more than 3 priority lists with PL manager discretion. This may happen in instances where appropriate housing is limited due Family Size, Health, or Safety.
* Client should want to live in the CoC they are requesting to be transferred or added to. Filling housing vacancies takes time and effort. This process hopes to prevent households from being placed on all lists because they are willing to live “anywhere” in the state.
* Conversations should occur regarding client choice, accessibility and resources in the community they wish to go to. Notify client that county residency may be required for some referrals.
* If the CoC where the client would like to go has eligibility criteria that does not allow the client to access their CES, then the client must be informed that they are not eligible for CES in that CoC.

 Scenarios / examples:

* Household is homeless in Anoka County but is from Hennepin County. During assessment they indicate they would like to live in Anoka or Hennepin. They are placed on the SMAC (Anoka’s CoC) list. In addition, the assessor notifies the PL manager that the household also has a preference for Hennepin County. SMAC PL Manager Contacts Hennepin PL manager and follows procedure noted above.
* A man has remained homelessness after being assessed in St. Louis County and finds himself staying at a friend’s house in Hennepin County. When updating his location with his assessor he indicates he would like to be on Hennepin County’s list. Assessor connects with their PL manager who sees (on the CES Eligibility document) that Hennepin cannot assess households who are doubled up and tells the assessor that the household is not eligible to be on Hennepin’s list. Assessor communicates this with the household and remains on St. Louis County’s list.

HMIS process/instructions:

* To be added by ICA when available.